# Agent Instructions

## ACD Group Log On/Off

**Log On**
- **MAKE BUSY** indicator is on
- Press **INCALLS** or ACD DN; indicator is on
- Enter four-digit PIN or position access code; Make Busy indicator is off, Not Ready indicator is on
- Press **NOT READY** to receive calls; indicator is off

**Log Off**
- Press **MAKE BUSY**; indicator is on

## Answer Calls
- Lift handset
- If using headset, press **INCALLS** or ACD DN

## Call Supervisor
- Press **CALL SUPV** during call; indicator is on

## Emergency Call
- Press **EMERGENCY** during call; indicator is on

## Line of Business
- Press **LINE OF BUS** during call; indicator flashes
- Enter three-digit code; indicator is off

## Not Ready

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activate</strong></td>
<td>Press <strong>NOT READY</strong>; indicator is on</td>
</tr>
<tr>
<td><strong>Deactivate</strong></td>
<td>Press <strong>NOT READY</strong>; indicator is off</td>
</tr>
</tbody>
</table>

## Queue Threshold
- Press **QUE THRSHLHD**
- View displayed information
## Supervisor Instructions

### Agent Activity Summary
- Press **AGENT SUM**
- View displayed information

### Agent Status
- Indicator Off = Make Busy
- Indicator On = Active on Call
- Indicator Blinking = Available
- Indicator Flashing = Not Ready

### Call Agent
- Press **CALL AGENT**; indicator is on
- Press **AGENT STATUS** or enter agent's call supervisor (221) number

### Emergency Call
- Press **ANSWER EMERGENCY**; indicator is on

### Forced Agent
- Press **FORCED AGENT**; indicator is on

### Availability
- Press **AGENT STATUS** or enter five-digit agent position

### Night Service
- **Activate**
  - Press **NIGHT SRVC**; indicator is on
- **Deactivate**
  - Press **NIGHT SRVC**; indicator is off
  - An agent must be logged on

### Observe Agent
- Press **OBSV AGENT**; indicator is on
- Press **AGENT STATUS** or enter five-digit agent position number; listen for conversation
- Press **CALL AGENT** to join conversation
- Press **RLS** to end

### Queue Status
- Press **QUE STATUS**
- View displayed information

For more information contact CTS at www.cts.ucla.edu